

1. Unpredictable violence that may be triggered by an argument, anger at the quality of service, denial of service, delays, or some other precipitating event best describes the following category of violence:
 - a. Type 1: Violence by criminals
 - b. Type 2: Violence by customers
 - c. Type 3 Violence by employees
 - d. Type 4 Violence by related parties
2. Workplace violence falls into four broad categories: violence by criminals, violence by customers, violence by employees, and:
 - a. Violence by animals/nonhumans.
 - b. Violence by related parties.
 - c. Violence by strangers.
 - d. Violence by terrorists.
3. Often workplace violence occurs without any prior warning signs.
 - a. True
 - b. False
4. When dealing with an employee demonstrating signs of violence and the situation is not life threatening, which of the following strategies is advisable for the supervisor in trying to defuse the situation?
 - a. Minimize the angry words the employee is using, to reduce the emotional pitch.
 - b. Take all threats or acts of violence seriously, but remain calm.
 - c. Request assistance while meeting with the employee, per the Crisis Management Plan.
 - d. Meet with the employee and a group of colleagues, to problem-solve together.
5. One technique for addressing the situation in a respectful manner and establishing limits with an offending coworker is the use of "I" statements. Which of the following is NOT a good example of an "I" statement?
 - a. I have had quite enough of your lousy attitude.
 - b. I want to have a good working relationship with you.
 - c. I am afraid when you shout. Could you please lower your voice?
 - d. I don't like it when you point your finger at me.
6. Any individual observing violent or threatening behavior that poses an immediate danger to persons or property is expected to call 911 or other appropriate emergency contacts for the facility.
 - a. True
 - b. False

7. In the case of non-extreme misconduct, what does a first offense typically result in?
 - a. Suspension from the job.
 - b. A verbal or written warning.
 - c. No actions are taken for a first offense.
 - d. Removal from the job.
8. Violence in the workplace training is mandatory for all FEMA employees.
 - a. True
 - b. False
9. An employee who is exhibiting intimidating behaviors that are discourteous/disrespectful, uncooperative, and/or verbally abusive is showing:
 - a. Clear signs predicting violent behavior and justification for termination.
 - b. Signs of the classic "profile" of a soon-to-be-violent employee.
 - c. Level 1 warning signs of violent behavior.
 - d. Level 2 warning signs of violent behavior.
10. If you see or receive threats of violence, you should report them to your immediate supervisor or the:
 - a. Safety
 - b. General Council.
 - c. Inspector General.
 - d. Security.